



09/944,836

**PATENTS**

**UNITED STATES PATENT AND TRADEMARK OFFICE**

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|------------------|---|------------------|-----------------|
| <b>S/N:</b>      | 09/944,836  | <b>Examiner:</b> | Tran, Mylinh    |
| <b>Filed:</b>    | August 31, 2001   | <b>Art Unit:</b> | 2179            |
| <b>Inventor:</b> | Burgin, et al.  | <b>Docket:</b>   | 1160215-0531072 |
| <b>Title:</b>    | <b>SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT</b> |                  |                 |

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**AMENDMENT AND RESPONSE**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 07/21/2005, please amend the above-referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 11 of this paper.